

Remote Desktop Access Guide

Remote access to the OAG can be accomplished via a portable hand-held iOS Apple device. In order to successfully access the OAG network from an iOS device, the device must have the following applications:

- (1) **F5 BIG-IP Edge Client**
- (2) **Remote Desktop Application (RD Client, Jump)**
- (3) **Internet Access**

******Please contact helpcomputers@oag.state.va.us if you do not have F5 BIG-IP Edge Client and Remote Desktop Application setup on your iPad******

- [Connecting to OAG Remote Desktop using Apple iPad](#)
 - [**Important note** for Worldox Users](#)
- [Setting up OUTLOOK email on Remote Desktop](#)

Connecting to OAG Remote Desktop using Apple iPad

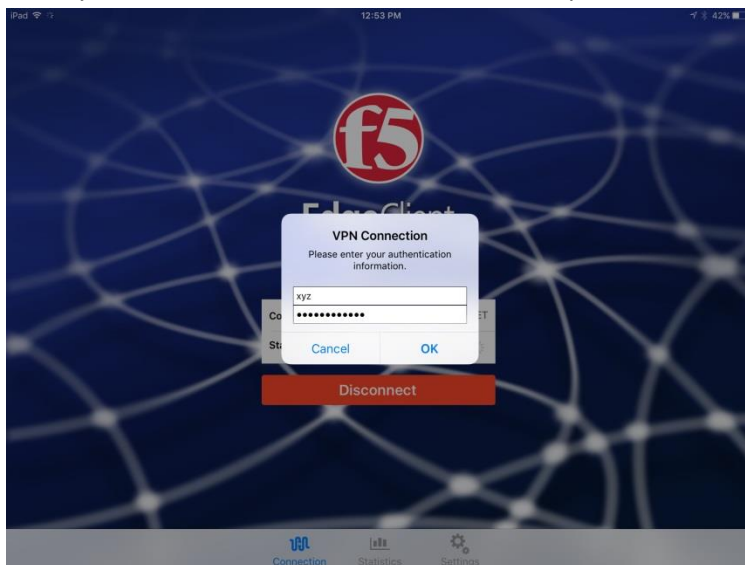
- 1) Tap on the **Edge Client** application on your iOS device.



- 2) Tap on **Connect**



- 3) Enter your network credentials: username and password



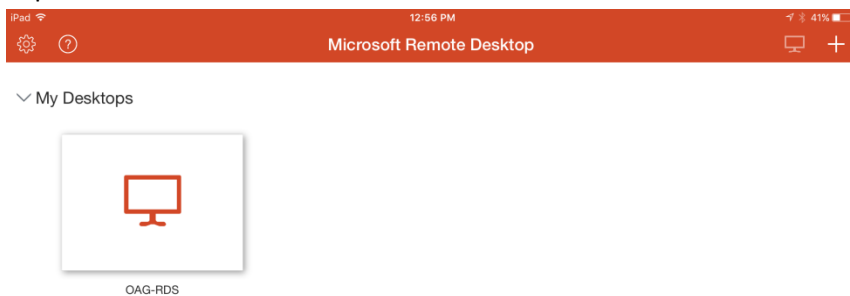
- 4) Press the **home** button to return to the home screen



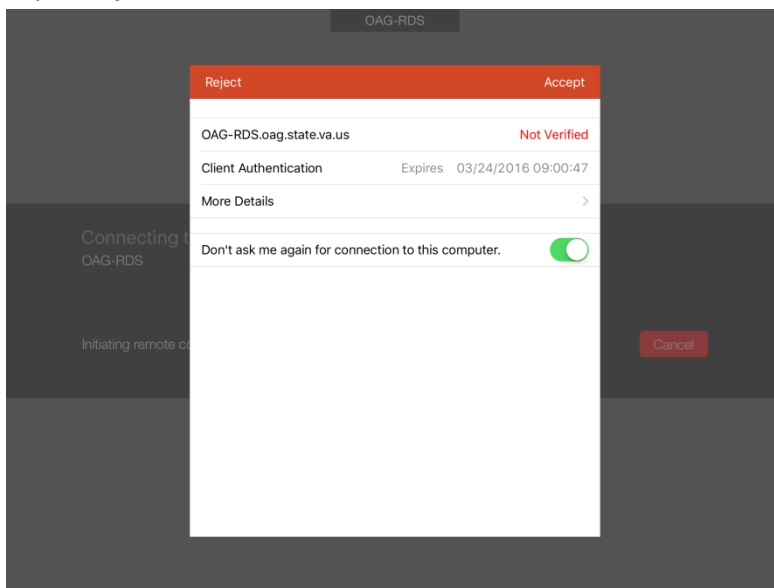
- 5) Tap on the **RD Client** application on your iOS device



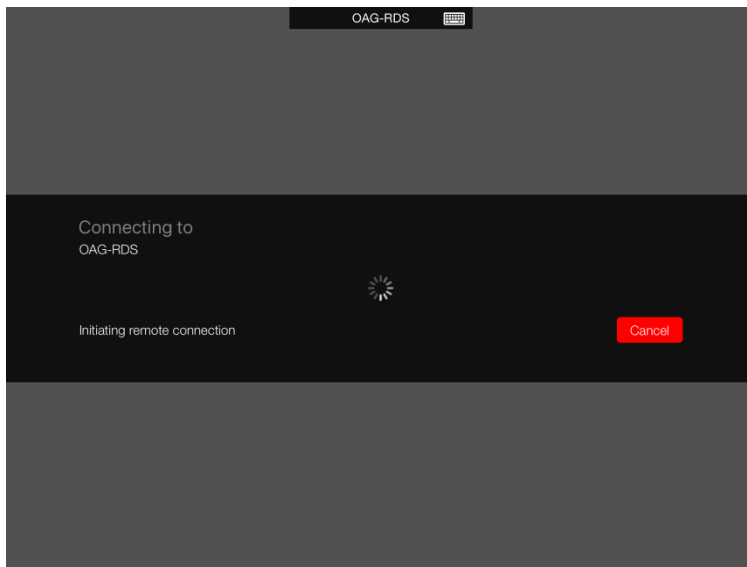
- 6) Tap on **OAG-RDS** icon



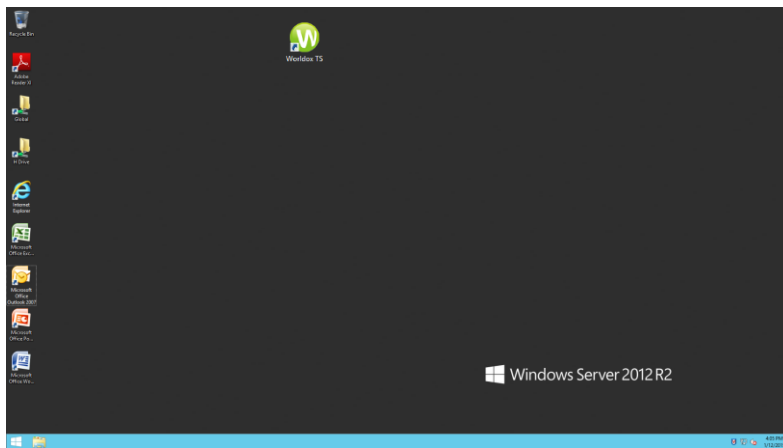
- 7) Tap **Accept**




- 8) The screen below indicates you're being connected to OAG-RDS. Please wait while your profile loads.



Frequently used applications have been placed on the desktop for easy access such as Word, Outlook, Excel, **Worldox** and H/G drives.



When you're finished, be sure to log out – Click on **Start**  on the bottom left corner of the screen, click on your name, and select "Sign out".



For WORLDON Users: Worldox Application MUST be launched prior to using Outlook Email, Word, or Excel.

FIRST TIME USER LOGON SETUP FOR MICROSOFT OUTLOOK (EMAIL CLIENT)

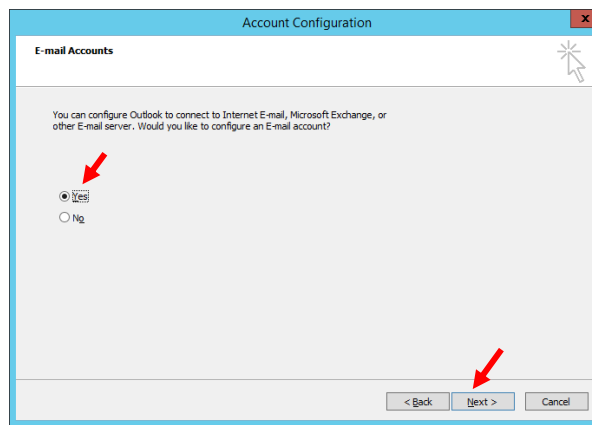
1. Double click on **Microsoft Office Outlook 2010** icon on the desktop



2. On the **Outlook 2010 Startup** screen, click **Next**



3. Select **Yes** and click **Next**



4. Your information will automatically populate, to continue click **Next**

The screenshot shows the 'Add New Account' dialog box with the 'Auto Account Setup' tab selected. The 'E-mail Account' radio button is selected. The 'Your Name' field contains 'Test Account 4' and the 'E-mail Address' field contains 'TestAcc4@oag.state.va.us'. Below these fields are examples: 'Example: Ellen Adams' and 'Example: ellen@contoso.com'. There are three radio buttons: 'E-mail Account' (selected), 'Text Messaging (SMS)', and 'Manually configure server settings or additional server types'. At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'. A red arrow points to the 'Next >' button.

5. Click **Finish** to complete the Outlook Client Setup wizard.

The screenshot shows the 'Add New Account' dialog box with the 'Online search for your server settings...' tab selected. The 'Configuring' section shows a list of steps: 'Establish network connection', 'Search for TestAcc4@oag.state.va.us server settings', and 'Log on to server', all marked with green checkmarks. Below this, it says 'Your e-mail account is successfully configured.' There is a checkbox for 'Manually configure server settings' which is unchecked. At the bottom right, there are three buttons: '< Back', 'Finish', and 'Cancel'. A red arrow points to the 'Finish' button.

6. After the setup is complete, Outlook will open and prompt this box for first time use. To proceed, click **Don't make changes** and click **OK**

The screenshot shows the 'Welcome to Microsoft Office 2010' dialog box. It has a title bar with a question mark and a close button. The main text says 'Help Protect and Improve Microsoft Office'. There are three radio buttons: 'Use Recommended Settings' (selected), 'Install Updates Only', and 'Don't make changes'. Below these are links for 'Get more information on how to turn these settings on and off' and 'Read our privacy statement'. At the bottom right, there is an 'OK' button. A red arrow points to the 'OK' button.

After your initial email setup, please close out of OUTLOOK and any other application. You MUST LAUNCH WORLDON prior to launching any application (WORD, EXCEL, or OUTLOOK for email)

For any issues, concerns, or questions, please do not hesitate to contact Help Computers at
helpcomputers@oag.state.va.us.